



Service Bulletin

Bulletin No.: 21-NA-076

Date: November, 2021

TECHNICAL

Subject: Harsh 5-4 Downshift and Harsh 1-2 Upshift

This bulletin replaces PIP5747A. Please discard PIP5747A.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2017	2017				M5T
GMC	Canyon						

Involved Region or Country	North America
Condition	<p>Some customers may comment that their vehicle has developed a harsh 5-4 downshift and a harsh 1-2 upshift.</p> <ul style="list-style-type: none"> – The condition developed after approximately 25,000 miles (40,000 km). The harsh shift conditions may only be present when the transmission temperature is above approximately 110 F (43 C) degrees. – The transmission may have acceptable transmission shift quality at lower operating temperatures.
Cause	This condition may be caused by the 2-3-4-6-8 Return Spring (527), has degraded overtime contributing to the condition
Correction	Replace the 2-3-4-6-8 Piston (526) and the 2-3-4-6-8 Return Spring and reseal the 2-3-4-6-8 and 4-5-6-7-8 Reverse Clutch Assemble following published Service Information procedures.

Service Procedure

Refer to 2-3-4-6-8 and 4-5-6-7-8 Reverse Clutch Assembly Removal and 2-3-4-6-8 and 4-5-6-7-8 Reverse Clutch Disassemble and Assemble in SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	Piston, 2-3-4-6-8 Clutch	24268881	1
X	Spring, 2-3-4-6-8 Clutch Piston Return	24292256	1
N/A	Seal 2-3-4-6-8 Clutch Piston Dam INNER	24250187	1
N/A	Seal, Trans Fluid Cooler Pipe Fitting	23135703	1
N/A	Bolt, HFH Eng Motor Bracket	11588740	3
N/A	Gasket, Exh System Outlet Flange	22971963	2
N/A	Bolt, Transaxle T/C	11588468	6
N/A	Ring, 1-3-5-6-7 Clutch Fluid Seal	24266594	2
N/A	Gasket, A/Trans Front Support Cover	24284849	1
N/A	Seal, A/Trans Case Front Cover	24251906	1
N/A	Seal, A/Trans Case Front Cover	24281790	1
N/A	Ring, 4-5-6-7-8 Rev Clutch Piston	24270446	1

Causal Part	Description	Part Number	Qty
N/A	Seal, 4-5-6-7-8 Rev Piston Outer	24261006	1
N/A	Seal, 4-5-6-7-8 Rev Piston Inner	24250211	1
N/A	Ring, 2-3-4-6-8 Clutch Piston Dam Retainer	24261071	1
N/A	Seal, 2-3-4-6-8 Clutch Piston Dam OUTER	24250195	1
N/A	Seal, 2-3-4-6-8 Clutch Piston	24250198	1
N/A	Seal, 4-5-6-7-8 Rev Clutch Piston	24259271	1
N/A	Seal, 4-5-6-7-8 Rev Clutch Piston Stop	24250207	1
N/A	Seal, 2-3-4-6-8 Clutch Piston Dam	24261024	2
N/A	Seal, Turbine Shaft O-ring kit	08662686	1
N/A	Bolt, A/Trans Case Front Cover	11548201	11
N/A	Mobil 1 Synthetic ULV HP Fluid (US)	19417577	As Required
N/A	Mobil 1 Synthetic ULV HP Fluid (Can)	19418066	

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8481988*	2-3-4-6-8 Piston and Return Spring Replacement	11.9 hr
Add	W/4WD	2.8 hr

*This is a unique Labor Operation for Bulletin use only.

Version	3
Modified	Released June 15, 2021 Revised October 27, 2021 - Increased Part 24261024 to QTY of 2 and Added Part Number 24250187 to Parts Information section. Revised November 05, 2021 - Update Parts Information section.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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